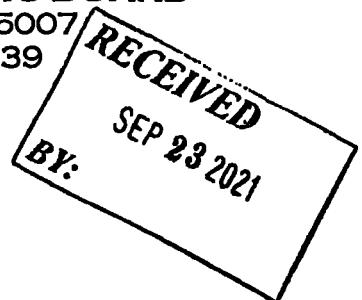


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1 PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: SEPT 23, 2021

Case Number: 22-30

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Greta Heine Mann 3562

Premise Name: Bell Ridge Animal Hospital

Premise Address: 3539 W. Bell Road, STE. 4

City: Phoenix State: AZ Zip Code: 85053

Telephone: 602-938-1982

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Jane Blazer

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: TINK TINK

Breed/Species: Chihuahua/Poodle

Age: 3 1/2 Sex: Female Color: blond

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

*1st Pet 18453 N 7th Ave., Phoenix, AZ 85023
Nanu Wach Tel, DVM 623-849-0700*

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Jane Blyzer

Date: 9-22-21

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Greta Heinmann over charged me on my credit card for \$339.00. I didn't understand this amount was for one appointment. She did not tell me that! My dog had one shot for \$339.00 and that's all, Greta wanted to charge me \$600 for blood test and I refused the blood test. When the shot wore off, my dog was crying in pain and her back legs hurt so bad she could not walk. Greta Heinmann did nothing to help her, so I took her to 1st Pet. 1st Pet helped her to get out of her pain. Tink Tink, she could not walk or run for a long time but she is doing better now. Hanna Wachtel works at 1st Pet. She is doing better now. Hanna Wachtel works at 1st Pet. Greta Heinmann is not competent. She doesn't look well herself and she is so thin. I have never seen anyone as skinny as she is. I want some of my money returned to me from \$339.00 that I paid Greta Heinmann. Thank you for reading this complaint.

Arizona State Veterinary Medical Examining Board

22-30, In Re: Greta Heinemann, DVM

Narrative Account

October 1, 2021

I met with Jane Blazer and examined her dog Tink at Bell Ridge Animal Hospital on March 3, 2021. Ms. Blazer indicated that her pet was not getting up and her hips were not doing well. She also reported that she was not eating or drinking. Ms. Blazer expressed her inability to give Tink any oral medications and needed me to provide injectable medications for all medical needs. She had been offering the dog 1 cup of milk with the meat from soup bones, jerky teats and milk bones. She does not feed Tink any commercial dog food. Please review all SOAP notes for full exam findings.

I discussed all recommendations including physical exam findings with Ms. Blazer. Jacklyn Oh, our Veterinary Assistant, presented the treatment plan regarding those recommendations. Ms. Blazer electronically signed the treatment plan. We all agreed that if Tink was not improved after outpatient injectable medical management, bloodwork and imaging would be the logical next step. Please review all client communications on the attached records. It should be noted that I left several messages without any follow up by Ms. Blazer. I would like to address the following allegations Ms. Blazer made against me.

I am aware that the AZ Veterinary Board in general does not concern itself with financial matters. However, I wanted to share some details regarding Ms. Blazer's comments made regarding finances. First, Ms. Blazer claims we "overcharged her credit card". Please see attached invoice from March 3, 2021. She was charged \$254.98 for the services she agreed to on her signed treatment plan. The original amount on the treatment plan was for \$339.98. The amount she paid was \$85.00 less than the original treatment plan because we honored a 10% senior citizen discount.

Ms. Blazer also claims that when the Rimadyl injection wore off, Tink was "crying in pain and her back legs hurt so bad she could not walk", and that I did nothing to help her, so she had to take him to 1st pet. This is simply untrue. Because Ms. Blazer was unable and unwilling to orally medicate her pet, as admitted multiple times, my treatment options were limited. Also, she declined the offered diagnostic testing which may have provided additional helpful information needed to comprehensively address Tink's medical needs on March 3, 2021. It is also unfortunate that Ms. Blazer did not return any of my phone calls regarding Tink's medical concerns so that I could be kept apprised of her status.

Finally, I would like to comment about Ms. Blazer's concerns regarding my competency relating to my physical appearance. I understand this is not something the Board needs to address, but I would like to make a few comments. I am passionate about my health at the age of 50.. I am not "unwell", nor am I "too skinny". I am 5 foot, 6 inches in height, and weigh 125#. I exercise multiple times per week, do not drink any alcohol, do not take any medications or use illegal drugs, and live a ketogenic dietary lifestyle. I am considered, according to my most recent

physical exam with my doctor in June 2021, to be the ideal weight for my age and height. I feel great, have loads of energy and I am anything but “unwell”. Jane’s comments regarding my personal life and health are unwarranted and inappropriate and, in my opinion, only serve to undermine the credibility of her comments regarding the medical care I provided for Tink.

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

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INVESTIGATIVE DIVISION REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: Investigative Division

RE: Case: 22-30

Complainant(s): Jane Blazer

Respondent(s): Greta Heinemann, DVM (License: 3562)

SUMMARY:

Complaint Received at Board Office: 9/23/21

Board Discussion: 11/17/21

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018

(Lime Green); Rules as Revised

September 2013 (Yellow).

On March 3, 2021, "Tink Tink," a 3-year-old female Chihuahua was presented to Respondent due to concerns with the dog's hips and not eating or drinking well. Respondent examined the dog and recommended diagnostics; Complainant declined.

Complainant approved treatments to be administered to the dog. The dog was discharged with recommendations to return for diagnostics if no improvement.

Complainant stated in her complaint that after the medication wore off, the dog was in pain and could not walk. She did not return the dog to Respondent for evaluation.

PROPOSED 'FINDINGS of FACT':

1. On March 3, 2021, the was presented to Respondent due to concerns the dog was having pain in the hips, not getting up in the morning and was not eating or drinking well. The dog would hold up the right leg. Complainant was giving the dog milk, water and stew bones; she does not give the dog commercial food. The dog also gets raw hide/jerky and milkbones.
2. The dog was muzzled prior to exam, Complainant reported the dog would bite. Upon exam, Respondent noted the dog had a weight = 18.5 degrees, a temperature = 104 degrees, a heart rate = 130bpm and a respiration rate = 36rpm. Respondent noted the dog was 5% dehydrated, somewhat depressed, and had mild sensitivity to abdominal palpation. Respondent did not find any concerns with the dog's mobility though the dog was difficult to assess due to patient fear response.
3. Respondent's assessment was ADR/pyrexia/painful, Valley Fever, bacterial, or other infectious disease process, pancreatitis, gastroenteritis, IVDD or other. She also noted mild dehydration and the dog was overweight.
4. Respondent discussed her findings with Complainant and recommended blood work, urinalysis and radiographs. Complainant declined. Complainant approved out-patient treatment and advised that she could not medicate the dog orally. Respondent explained that if the dog did not improve with injectable medical management, diagnostics would need to be performed. The dog was administered the following:
 - a. Lactated Ringer's Solution 400mLs SQ;
 - b. Carprofen injection (amount and concentration unknown – not recorded in medical record – on invoice); and
 - c. Convenia injection (amount and concentration unknown – not recorded in medical record – on invoice).
5. On March 4, 2021, staff called to get an update on the dog; left message.
6. On March 15, 2021, Complainant called with concerns about the dog and requested to speak with Respondent. Complainant advised that the injection helped the dog, but wore off quickly. She further reported that there was a red puffy spot on the dog's stomach that seemed to hurt the dog. An appointment was offered, but Complainant declined.
7. On March 16, 2021, Complainant called again and requested to speak with Respondent. She was advised that Respondent was in surgery but would call later in the day. Later that day, Respondent left a detailed message with Complainant recommended the dog be evaluated again.
8. On March 19, 2021, the dog was presented to 1st Pet Veterinary Services for redness and irritation of the vagina for the past 2 weeks. Complainant also reported the dog was having problems jumping on and off the furniture, lethargy, and decreased appetite. She further stated

the dog received a pain injection that helped initially, but clinical signs returned. Upon exam, Dr. Wachtel noted a few pinpoint erythematous lesions around the vulva and mild erythema of the right inguinal region. The dog was overweight, had overgrown nails, had a recessed vulva with dark yellow urine and soft, orange feces noted on rectal exam.

9. Dr. Wachtel recommended diagnostics which Complainant declined. Due to Complainant unable to medicate the dog orally she requested injectable medications. The dog was administered Convenia for the erythematous lesions around the vulva. Complainant elected to try carprofen chews since they had a tendency to be highly palatable.

10. On May 10, 2021, Complainant called with concerns about the dog. She would not give specifics, only that she wanted to talk to Respondent. Respondent returned Complainants call but had to leave a message.

11. On May 12th and 13th, 2021, Respondent left messages for Complainant to call to discuss the dog. Her messages were not returned.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

TR

Tracy A. Riendeau, CVT
Investigative Division